



UNITED STATES MARINE CORPS
MARINE CORPS BASE
PSC Box 20004
Camp Lejeune, North Carolina 28542-0004

BO 12790.5B
MCCS
18 JUL 2000

BASE ORDER 12790.5B

From: Commanding General
To: Distribution List

Subj: SERVICES TO NONAPPROPRIATED FUND EMPLOYEES

Ref: (a) SECNAVINST 5300.22C (NOTAL)

1. Purpose. To publish policy, objectives, and responsibilities for local programs, which encompass information services, special services, financial services, and decedent affairs, as they relate to the employees of the Nonappropriated Fund Instrumentalities serviced by the Marine Corps Community Services (MCCS) Human Resources Division per the provisions of the reference.
2. Cancellation. BO 12790.5A.
3. Summary of Revision. This Order contains a substantial number of changes and should be reviewed in its entirety.
4. Policy. It is the policy of this Command to provide services and assistance in program areas which are essential and contribute to morale, job interest, cooperation, better attendance, health, and productive output; to provide assistance to employees, their dependents or their heirs when appropriate; and to keep employees currently informed of established procedures, regulations, policies, benefits, decisions, and general information affecting their employment. Services provided will be organized and operated so that all employees will have equal opportunity to participate. Services and programs will be established and administered according to applicable laws and regulations, policies, budget limitations, and manpower restrictions. Services established will be determined based on demonstrated needs of the employees, the types and extent of available facilities and services, mandatory nature of the program, and resources required.
5. Objectives. An improved personnel management program is dependent upon adequate channels of communication from management to employees and from employees to management. Application of

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Command policy cited in paragraph 4 above, is intended to meet the following objectives:

a. Relieve employees of undue concern and doubt over actions and decisions affecting their employment. When important matters remain unexplained, employees are dependent upon uncertain and unreliable sources for important information.

b. Maintain a high level of production by minimizing causes of employee dissatisfaction. When employees become concerned over uncertainties relative to their employment they fail to produce at their best.

c. Ensure that all employees are aware of their benefits, rights, and obligations with respect to their employment.

d. Ensure that employees with personal and adjustment problems not related to the working situation, but which affect production, are referred to appropriate sources for assistance and/or counseling.

e. Encourage employees to make their attitudes, opinions, comments, and recommendations known on matters affecting their employment.

f. Enable employees to receive maximum assistance with a minimum loss of productive man-hours.

6. Types of Communication. Employees shall be kept informed through the following channels: base orders and bulletins, training courses, meetings and conferences, committees and associations, official and unofficial bulletin boards, memoranda, announcements, and counseling sessions.

7. Responsibilities

a. The MCCA Human Resources Director is responsible for providing oversight of the services made available to MCCA employees to ensure that their needs are met and that these services are made accessible to all employees. To meet this responsibility the MCCA Human Resources Director will:

(1) Prepare orders and bulletins for publication, which are necessary for effective personnel administration.

(2) Meet with representatives of the Union and other organized groups when necessary.

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(3) Arrange training courses, meetings, and conferences as may be required.

(4) Maintain a current copy of the reference and make it available for use by employees during work hours.

(5) Maintain contact with local welfare agencies, education institutions, and public officials to secure information, which may be of value in rendering assistance to employees.

(6) Refer employee with non-job-related personal problems to appropriate community agencies for assistance.

(7) Maintain records, as provided by employees, of name, relationship, address and telephone number of the person to be notified in the event of death, serious illness, or injury of an employee. Periodically remind employees of their obligation to keep this information current.

(8) Provide employees with information concerning the Group Life, Medical and Dental Insurance Programs, Group Retirement Plan, and 401K Plan.

(9) Provide employees with information concerning financial services, including allotments and assignments of pay, for which they may be eligible.

(10) Upon the death of an employee:

(a) Notify appropriate organizations/associations of the death.

(b) Notify the Union of the death of a unit employee.

(c) Advise decedent's survivors concerning their rights and entitlements to benefits and assist them in completing and submitting the necessary claim form.

(d) Make disposition of any personal effects of decedent, which are in the jurisdiction of the Nonappropriated Fund (NAF), when there is any question regarding proper disposition.

(11) Provide employees with copies of information contained in their Official Personnel Folder (OPF) upon request.

b. NAF heads and MCCS division directors will be responsible for the following:

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(1) Communicate employee's needs to the MCCS Human Resources Director and suggest ways of meeting those needs.

(2) Ensure that desktop files of all base orders and bulletins pertaining to NAF personnel administration (12000 series) are maintained at such locations as to be available for use by supervisors and made available for use by employees during working hours.

(3) Keep supervisors fully acquainted with management's viewpoint, in advance, in order that they may assist in the formulation of decisions and be able to discuss such matters with employees.

(4) Establish and maintain official and unofficial bulletin boards at places where employees normally congregate or other places suitable for general dissemination of information. Official bulletin boards should be large enough to accommodate mandatory and other official items for posting. The designation "Official Bulletin Board" and "Unofficial Bulletin Board" will be indicated at the top of such boards.

(5) Assign responsibility for posting and servicing each bulletin board to an individual or office.

(a) Official communications, other than those designated for permanent posting, with which employees are expected to conform will be posted for a period of not less than 30 calendar days or until the day after the cancellation date indicated in the document.

(b) Material shall not be posted or removed from bulletin boards by individuals other than those authorized.

(6) Determine if managers and supervisors shall maintain a desktop file pertaining to their particular job. If so, it will be delivered to the supervisor or manager's relief upon separation or change to another job. This file may contain any special orders or information pertaining to the duties of the position or office routine.

(7) Forward changes in employee's name, personal address, and home telephone number; and the name, relationship, address and telephone number of the next of kin (or designated person) to be notified in the event of serious illness, injury or death to the MCCS Human Resources Office when reported.

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(8) Notify the MCCA Human Resources Director by telephone or other means upon receipt of information concerning the death, serious illness or injury of an employee.

(a) Designate a representative to notify the next of kin (or designated person) in person upon request from the MCCA Human Resources Director.

(b) Inventory and safeguard any personal effects of decedent pending delivery to the next of kin (or designated person) by designated representative.

(9) Support the civilian blood donor program.

(10) Maintain a file of all position descriptions for positions supervised.

c. Supervisors. As representatives of management, supervisors shall:

(1) Convey regulations and policies in their daily contacts with employees under their supervision.

(2) Know the location of the directives file and be familiar with all base orders and bulletins pertaining to NAF personnel administration. Ensure that employees are aware of the location of the file.

(3) Endeavor to answer employees' questions and to resolve problems concerned with the work situation, such as personal adjustment to the job, on an employee-supervisor basis. When resolution of the problem cannot be achieved by the supervisor, guidance and assistance should be requested from the MCCA Human Resources Office.

(4) Refer employees with non-job-related personal problems to the MCCA Human Resources Office for referral to appropriated community agencies for assistance.

(5) Ensure that employees receive copies of their position or job descriptions.

(6) Upon request, arrange appointments for employees to visit the MCCA Human Resources Office during working hours. Although employees are expected to first discuss their problems with supervisors, permission to visit the MCCA Human Resource Office will not

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be denied for refusal to do so. Visits will be scheduled at times that will least interfere with work schedules. Transportation, if available, may be furnished to reduce the time required for the interview. The employee's absence from the job for this purpose will not be charged as leave.

(7) Upon request, arrange for employees to meet with an Equal Employment Opportunity (EEO) counselor designated to be utilized in EEO situations.

(8) Notify the division director/NAF head in the event of death, serious illness or serious injury of an employee.

(9) Support the blood donor program and efficiently schedule and properly excuse employees who desire to donate.

(10) Answer employee's questions and/or assist them in obtaining answers to their questions concerning services and benefits available to them through various program, i.e., civilian blood donor program, medical and dental insurance programs, group life insurance plan, 401K plan, and financial services (including allotments and assignments of pay). When necessary, arrange for employees to visit the MCCS Human Resources Office.

d. Employee Responsibility

(1) In addition to information received through their supervisors, employees shall keep themselves informed by reading the material posted on Official Bulletin Boards. Failure to read bulletin board information will not be justification for noncompliance with directives and appropriate disciplinary action may be taken per Base Order 12750.3.

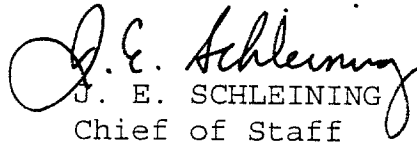
(2) Each employee is encouraged to give the immediate supervisor the opportunity to answer questions or solve problems before referring to higher authority. Supervisors have a personal knowledge of, and take part in, most matters that affect employees under their supervision and therefore, are better positioned to assist employees. In unusual situations the supervisor will either obtain the information an employee needs or arrange for the employee to visit the MCCS Human Resources Office for further assistance.

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(3) An employee is encouraged to promptly provide management with any change to name, personal address, home telephone number, and emergency information such as the name, relationship, address, and telephone number of their next of kin (or designated person) to be notified in the event of serious illness, injury, or death.

8. Miscellaneous Problems. Questions and problems that may arise in applying the provisions of this Order should be referred to the MCCS Human Resources Office, extension, 451-2281.

9. Action. All organizations serviced by the MCCS Human Resources Office shall comply with the instructions contained herein. NAF heads will ensure that all subordinate managers and supervisors (military and civilian) are thoroughly familiar with the contents of this Order and that the Order is made available for use by employees during working hours.


J. E. SCHLEINING
Chief of Staff

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